

Docket No.: AT 020053

IN THE ABSTRACT:

Please replace the current Abstract with the following Abstract on a separate page:

ABSTRACT

The present description relates to a device and a method for the automatic routing of different job types to the people who will undertake them. Personal parameters of persons assigned to different job types are stored. When a job request arrives, the type of the job to be routed is established. At least one person is established who, on the basis of the stored personal parameters, is suitable for the undertaking of this particular job based on the job type. The job is then automatically forwarded to person established as the suitable person for this particular job.